



# Dispatch to Response Time, Priority Code Charlie Emergency Medical Services



KPI Owner: Mike Tully

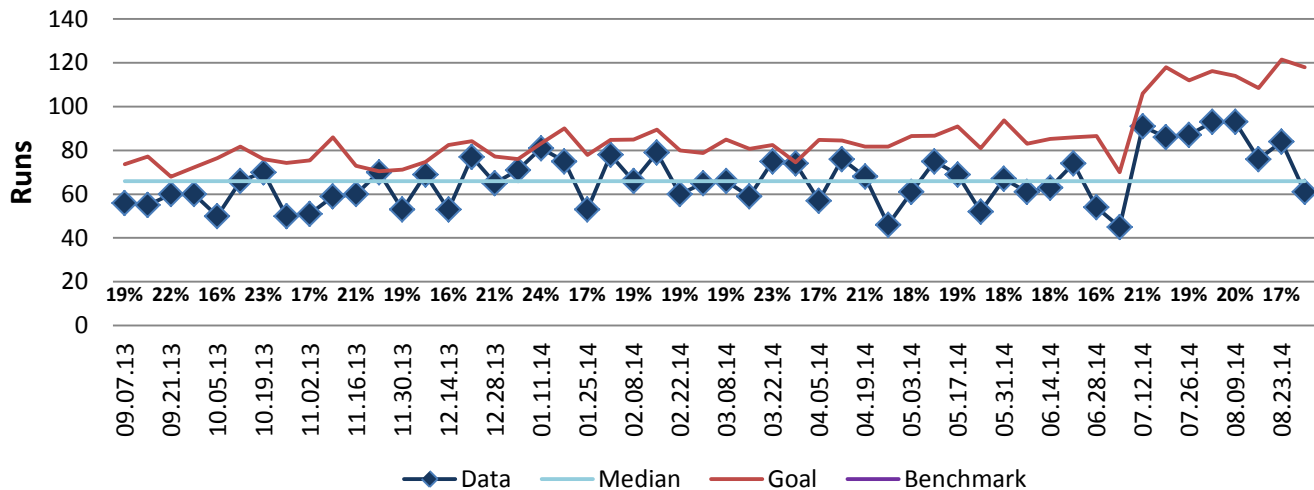
Process: Emergency Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD Goal: 75% of time less than 90 seconds    Benchmark: TBD		Data Source: CAD   Goal Source: LMEMS   Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal  Measurement Method: Count of times from receiving dispatch to response for priority code Charlie incidents that exceed 90 seconds  Why Measure: To understand system capability & customer expectations  Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.		
How Are We Doing?					
03.02.14-08.30.14 12 Month Goal	03.02.14-08.30.14 12 Month Actual		08.24.14-08.30.14 Goal	08.24.14-08.30.14 Actual	
2,420	1,813		118	61	
Runs	Runs		Runs	Runs	

## Dispatch to Response Time, Priority Code Charlie



Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.